



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

MENTAL HEALTH/REHABILITATION PROGRAM COORDINATOR

Class No. 005025

■ CLASSIFICATION PURPOSE

Under direction, to develop, implement, and evaluate specific rehabilitation programs and initiatives for mental health clients; to serve as an advocate on behalf of mental health clients; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

The Mental Health/Rehabilitation Program Coordinator reports to an unclassified manager and is responsible for developing and implementing functional rehabilitation programs and providing technical assistance related to programs and initiatives to mental health practitioners, clients, family members of clients, advocates, and stakeholders. This class is allocated only to the Health and Human Services Agency, Mental Health Services (Adult and Children). Incumbents in this class perform work in five program areas: Housing and Transportation, Psycho-Social Rehabilitation, Older Adult Coordination, Vocational and Educational, and Children's Systems of Care (CSOC)/Wraparound.

■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

The following essential functions apply to all five programs:

1. Develops, organizes, administers, and monitors the implementation of designated rehabilitation programs and initiatives including the development of new services and directions for mental health clients; develops and recommends new and revised practices for such programs and initiatives.
2. Monitors the quality of services provided by mental health rehabilitation programs provided by contracted agencies.
3. Establishes and maintains contacts with stakeholders of rehabilitation programs/initiatives such as mental health clients, family members of clients, members of local communities, and representatives of agencies that provide mental health services; establishes and maintains contacts with housing and transportation agencies, educational institutions, and other applicable local public and private agencies.
4. Researches, solicits, and obtains grants and Federal and State funding in order to develop and maintain rehabilitation programs and initiatives performed by county mental health programs and contracted mental health agencies.
5. Acts as an advocate or liaison on behalf of persons with mental illnesses by administering and monitoring rehabilitation programs and training; acts as liaison between Adult and Children Mental Health and other HHSA divisions or outside agencies in order to coordinate service deliveries and improve lines of communication.
6. Provides technical advice, guidance, consultation, and assistance to County Mental Health practitioners, representatives of contracted agencies, members of stakeholder groups, clients, and family members of clients pertaining to the provisions of the assigned mental health rehabilitation program(s).
7. Develops, administers, and conducts training programs pertaining to mental health rehabilitation.
8. Develops a wide variety of presentation materials, media, and resources and makes presentations on mental health rehabilitation programs and initiatives to providers of mental health services, stakeholders, and members of the community.
9. Maximizes resources and achieves goals for assigned mental health program(s) by collaborating activities and efforts with other HHSA divisions, outside public and private agencies, and community agencies.

10. Develops evaluation systems to assess the effectiveness of mental health programs for adults, older adults, and children; implements new outcome measures pertaining to the performance of such programs; monitors and tracks the outcomes of mental health intervention programs.
11. Develops and implements new methods used to perform quality improvement activities for designated mental health programs at the Board of Supervisors' direction.
12. Receives and responds to written and verbal concerns and complaints submitted by members of the community and clients pertaining to the quality of services provided by contracted agencies or other issues; may receive and respond to concerns submitted by representatives of contracted agencies.
13. Attends meetings and provides information and presents educational topics.
14. Participates on commissions, committees, and task forces organized by State and local government agencies.
15. May facilitate and lead the work of committees as necessary.
16. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient, and timely manner.

#### Housing and Transportation Coordinator Option

1. Advocates for expanded housing and transportation opportunities and resources for mental health clients by obtaining approvals from County executive staff and approvals from the Board of Supervisors.
2. Assists mental health clients to locate and access housing and transportation resources by means of education, outreach, and guidance.

#### Psycho-Social Rehabilitation Coordinator Option

1. Develops and coordinates psycho-social rehabilitation programs and initiatives by integrating recovery models with current programs in order to identify and implement the best possible practices pertaining to the treatment and rehabilitation of mental health clients.

#### Older Adult Coordinator Option

1. Writes policies and procedures pertaining to mental health operations designed to serve older adults and submits to unclassified managers for approval.
2. Implements the objectives of the Older Adult Mental Health Plan designed to identify improvements to mental health operations designed to serve older adults.
3. Develops and reviews plans and budgets for older adult mental health programs in compliance with Federal, State and County regulations.

#### Vocational and Educational Coordinator Option

1. Establishes and maintains contacts with representatives of public and private sector employers and interest groups in order to obtain information on employment opportunities for mental health clients.
2. Develops employment opportunities and on-the-job training opportunities for mental health clients by collecting, organizing, and analyzing occupational, educational, and economic information in order to promote and facilitate the selection and placement of mental health clients.
3. Communicates information and promotes educational opportunities to mental health clients or persons with psychiatric disabilities; may communicate and interpret employment laws and equal employment provisions to clients in order to promote educational opportunities.
4. Participates and contributes to promoting and maintaining community based programs such as identifying and obtaining funding for educational or mentoring programs designated for mental health clients.
5. Serves as leader and coordinates quality improvement or quality assurance activities when reviewing the effectiveness of vocational and educational programs; may participate in performing quality improvement or assurance tasks for other mental health programs and may recommend incorporating vocational and educational elements into such programs.
6. Updates databases and other informational resources in order to assist mental health clients in obtaining access to educational resources and opportunities.

#### Children's System of Care (CSOC)/Wraparound Coordinator Option

1. Develops and coordinates CSOC programs and initiatives by integrating Wraparound program models with the HHSA's current mental health programs; identifies practices to develop programs designed to treat and rehabilitate mental health clients.
2. Reviews written evaluations of training programs, and make recommendations on improvements to CSOC and Wraparound training programs.
3. Evaluates systems used to assess the effectiveness of CSOC/ Wraparound training sessions and courses.
4. Develops and reviews plans and budgets for contracts and projects pertaining to Wraparound programs.

#### ■ KNOWLEDGE, SKILLS, AND ABILITIES

##### Knowledge of:

The following knowledge areas apply to all five options:

- Behavior management techniques and crisis intervention.
- Current mental health practices and research topics pertaining to rehabilitation.
- Mental health models or therapies pertaining to rehabilitation, intervention, and initiatives.
- Mental health services and resources for adults, older adults or children.
- Current concerns or problems affecting mentally ill adults or children including homeless and vocational issues.
- Rehabilitation programs and treatment.
- Federal, state and local government procedures, operations, laws and regulations pertaining to mental illness or relevant functional areas such as employment, SSI benefits, and/or housing and transportation services, and Children's System of Care.
- Methods and techniques used to develop, organize, and assess mental health rehabilitation programs and initiatives.
- Methods and techniques used to conduct training need assessments and develop, deliver, and evaluate training programs and educational topics.
- Principles of budget and fiscal management pertaining to obtaining grants and funding for programs.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

##### Vocational and Education Coordinator Option:

- Career planning techniques as applied to providing assistance and guidance to mental health clients.
- Assessment, diagnostic and vocational tools and techniques.
- Private sector business and employment practices.
- Job search and interviewing techniques.
- Basic marketing and employment practices pertaining to securing employment and educational opportunities for clients.

##### Skills and Abilities to:

The following skills and abilities apply to all five options:

- Engage in constituency by locating and connecting mental health clients with family members, local community members, employment opportunities, and educational opportunities.
- Maintain constituency and rehabilitation programs and initiatives by developing resources and obtaining funding.
- Stay current with up-to-date legislation, trends, and methods pertaining to mental health rehabilitation programs and treatments utilized by mental health providers.
- Identify and utilize the best possible practices to develop treatment and rehabilitation programs for mental health clients.
- Conduct needs assessment and prioritize training and educational programs.
- Conduct effective training and presentations before committees, commissions, classes and other public forums.
- Evaluate topics pertaining to training and education, obtain feedback, and assess methods of training delivery.
- Effectively facilitate or chair committees and task forces and follow up on action items.
- Provide technical assistance and consultation to a variety of groups.
- Communicate effectively in writing to prepare grants, proposals, reports, correspondence, and training or presentation materials.
- Communicate effectively verbally when communicating with individuals and giving training or presentations to groups.
- Establish effective working relationships with management, employees, representatives of outside agencies, and members of the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.

- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Operate and use computer programs in order to prepare presentations, documents, and spreadsheets.

#### ■ EDUCATION/EXPERIENCE

Education, training and/or experience which demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying experience is: a Bachelor's degree in behavioral sciences from an accredited college or university AND five (5) years of professional experience developing, implementing, and evaluating mental health programs or rehabilitation programs that provide intervention initiatives.

##### Note:

Additional years of experience as described above may be substituted for the education requirement on a year-for-year basis.

##### Desirable Qualification:

Possession of a Masters degree from an accredited college or university with a major in the behavior sciences.

#### ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continual upward and downward flexion of the neck. Frequent: sitting, bending and twisting of waist repetitive use of hands to operate computers, printers, copiers, and telephones. Occasional: standing, walking, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files or other office materials weighing up to 10 pounds.

#### ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

##### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for travel. Employees in this class may be required to use their own vehicle.

##### Certification/Registration

None Required

##### Working Conditions

The work place primarily takes place in an office environment, although work involves frequent travel to locations within and outside of the county. Work involves frequent exposure to computer screens. Work involves contact with mental health clients who may have dual diagnosis.

##### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

##### Probation Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: August 10, 2001  
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